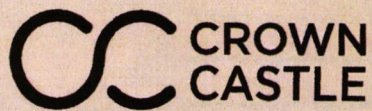


Control Number: 50664



Item Number: 137

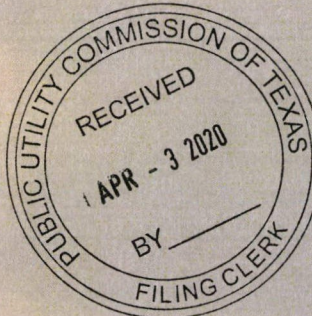
Addendum StartPage: 0



Crown Castle Fiber
196 Van Buren Street
Suite 250
Herndon, VA 20170

April 3, 2020

Public Utility Commission of Texas
Filing Clerk
1701 N. Congress Ave.
Austin, Texas 78701-3326



RE: Project No. 50664, *Issues Related to the State of Disaster for Coronavirus Disease 2019*

Dear Filing Clerk:

Crown Castle Fiber LLC ("Crown Castle Fiber") is hereby responding to the Texas Public Utility Commission's request to submit information describing steps telecommunications providers in Texas are taking to mitigate the impacts of the COVID-19 Emergency.

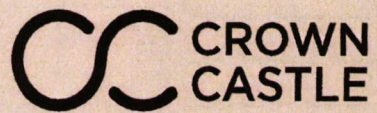
Crown Castle Fiber is a facilities-based and resale provider of telecommunications services to enterprise customers and carriers. Crown Castle Fiber's services and infrastructure are essential to the maintenance, repair, recovery and restoration of telecommunications services in response to the COVID-19 crisis. In accordance with Governor Abbott's March 31, 2020 order and the US Department of Homeland Security guidance, Crown Castle Fiber provides an essential service and continues to operate to maintain its communications network.

Crown Castle Fiber has taken the following measures during the COVID-19 Emergency:

- (1) Activated its Business and Service Continuity Plan.
- (2) Suspended late payment charges and service disconnections due to non-payment for 60 days in accordance with the Federal Communications Commission Keep Americans Connected Pledge.
- (3) Issued an air travel prohibition for company personnel.
- (4) Implemented no-visitation office instruction to visitors.
- (5) Established work remote directive for company personnel, including the Network Operations Center (NOC).

In light of the current pandemic, Crown Castle Fiber will continue to monitor federal and state guidelines to keep its personnel and customers safe as well as maintain business continuity.

Should you have any questions related to this response, please do not hesitate to contact me directly. Thank you.



Crown Castle Fiber
196 Van Buren Street
Suite 250
Herndon, VA 20170

Sincerely,

Fernanda Hilb Biehl
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The pathway to possible.
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